

| | |
|------------------------|---|
| Job Title: | Personal Assistant |
| Grade: | 5 |
| Salary: | £26,338 to £30,805 per annum, pro-rata if part-time |
| Department: | External Relations Division |
| Hours/Contract: | Full time or job share, fixed term contract till 07 July 2026 |
| Job Family: | Management and Administration |
| Reference: | 11984 |

Role Purpose

As part of the External Relations Division, you will provide high-level, professional and confidential administrative and organisational support to 3 Directors in the External Relations Division ensuring the efficient and effective operation of their portfolios. You will act as a first point of contact for the directorates, as well as organising events, and activities including directorate administration. You will be proactive in using your own initiative and judgement to resolve issues and determine priorities.

Main Duties and Responsibilities

Deliver personal administration to the Directors in the External Relations Division:

- Daily management of the Directors workload. In particular organising electronic diaries, making independent judgements about the urgency and appropriateness of requests for appointments and redirecting them to other sources as necessary.
- Manage the Directors' workload priorities and deadlines, ensuring deadlines are achieved.
- Produce and maintain action logs, GANTT charts and project planners.
- Arranging University, College and external meetings, including planning for incoming visitors; preparing itineraries, venues etc. demonstrating an understanding of relevant customs and practices, particularly in relation to international events where appropriate.
- Manage the inbox and all correspondence for the Directors, which can be confidential and sensitive in nature, and ensure appropriate follow-up takes place in a timely manner. Resolve queries independently, and where this is not possible, identify alternative courses of action for the enquirer.
- Make travel, hotel and visa arrangements as required. Provide detailed travel itineraries for outgoing visits, maintain adequate records and process travel expenses.
- Take notes, disseminate outcomes and take ownership of actions arising from key meetings, enquiring about progress to ensure completion.
- To take ownership of project support work as required and manage the collation, compilation, analysis and editing of information for inclusion in reports including directorate KPI reports.
- Provide financial administration for the Directors, including payment of invoices and processing expenses.
- To use your own initiative to resolve any problems with a level of independence, developing new processes as required to ensure the smooth running of the Directors' portfolio.

**Co-ordinate Key Stakeholder Relationships:**

- Communicate with key stakeholders on behalf of the Directors', ensuring appropriate and responsive follow up to meetings and facilitate resolution of matters requiring their attention.

Provide generalist Administrative Support to the directors within the External Relations Division:

- Ensure the efficient and effective management of regular meetings between the Directors and their teams (and the effective follow-up of actions from meetings).
- Provide effective secretarial support to several Directorate Committees, including preparing agendas in consultation with colleagues, collating the papers and producing the meeting packs, producing minutes and action logs and ensuring follow-up has been undertaken on behalf of the Directors. Ensure that statutory returns, invoices and letters requiring the Director's signatures are processed in a time-efficient manner, acting within delegated powers where necessary.
- Manage the electronic annual leave allocation for colleagues across the department, including calculation adjustments for changes to work patterns, maternity leave, shared parental leave and leavers.
- To provide support as required to the External Relations Division, including a working understanding of each's other workload and priorities to be able to ensure a continuous and seamless service during periods of absence.
- To receive and respond to every day enquiries to the External Relations Division, and acting as a point of contact via email, telephone or face-to-face, taking ownership of resolving requests in a timely manner.
- Act as a central point of contact for the flow of information within and outside of the Directorate and wider Division, including receipt and dissemination of information on behalf of the Directors.

Alongside the above principal accountabilities, the post-holder will be expected to:

- Have a flexible approach as required by the External Relations Division.
- Carry out any other duties as required by the Directors and the External Relations Division.
- Contribute to divisional initiatives, to take part in projects and working groups.
- Be responsible for organising and planning own work. Prioritising work on a daily, weekly and monthly basis to maximise operational efficiency and to ensure that any deadlines are met.
- React quickly and adjust priorities to any urgent matters, including non-standard work, and to the Director's requirements, pre-empting issues with proactive solutions.
- Monitor service objectives and standards within own work area to ensure standards are met and to improve quality/efficiency
- Support the organisation of internal and external activities/events, collating and recording defined information as requested and establishing deadlines, to ensure activities are administered efficiently.





Internal and External Relationships

The post holder will be required to liaise regularly with the following:

- ERD Directors
- Executive Assistant to the CMEO (Line Manager)
- Chief Marketing and Engagement Officer
- Members of the External Relations Division team
- Members of staff in the Executive Support Group and University Executive Board
- SLT members
- Visitors – acting as a first point of contact for the division, via telephone, email and occasionally in person
- Maintain a network of contacts, knowing who to liaise with on key issues both internally and externally, and representing the Directorate or Division when required.

Qualifications, Knowledge and Experience

Essential

- Either academic or vocational qualifications (NVQ 3, general education to A-Level, City and Guilds or equivalents) plus work experience in a relevant role.*
- Experience of providing high-level, personal support to senior leadership staff.
- Experience of having worked as part of a high level support team in a busy office environment.
- Extensive experience of complex, rapidly changing, diary management.
- Significant experience of arranging complex travel itineraries including visas, transportation, accommodation and taking into account relevant customs and practice.
- Experience of servicing a range of committees and meetings at a senior/ divisional level, including organising agendas, preparing papers, taking accurate, concise and detailed minutes and tracking subsequent actions.

Desirable

- Experience of working in a similar role within the Higher Education sector.
- Experience of working within a confidential office environment.
- Experience of interpreting and complying with complex procedures or regulations.

Skills, Abilities and Competencies

Essential

- Excellent IT skills including O365, Word, Excel, SharePoint, Teams, PowerPoint, and Outlook.





- Excellent electronic diary management skills, including ability to manage multiple rapidly-changing and complex diaries.*
- Excellent organisational and planning skills, including workflow management and project planning ability.*
- Excellent interpersonal, oral and written communication skills with the ability to work and communicate confidently with a range of senior internal and external stakeholders, staff and students.*
- Excellent numeracy and analytical skills with the ability to interpret, analyse and present information, adapting to different audiences as appropriate.*
- Ability to work independently on own initiative, without supervision, and to apply judgement to proactively resolve unforeseen problems independently, escalating when required.
- Ability to work at high speed, to prioritise workload, exercise judgement, meet tight and conflicting deadlines, as well as being flexible and adaptable in an ever-changing busy environment.
- Able to exercise budgetary control over projects and initiatives.*
- Able to maintain the highest levels of professional presentation, conduct and credibility, in order to represent the DVC and the University, and to ensure effective strategic relationships with the University's stakeholders.

****Criteria to be used in shortlisting candidates for interview***

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity





We believe that equity diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

